Genesys Cloud Communicate Network Readiness Checklist

Genesys Cloud.

Physical Environment

- ☐ Network cabling is Cat 5e or better
- ☐ Phone power
- ☐ Edge appliances on diverse power
- ☐ Facility environments meet hardware requirements
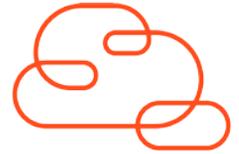
System and Provider

- ☐ Computing devices meet minimum system requirements
- ☐ Local security exceptions have been set up for Genesys Cloud on computing devices
- ☐ SIP trunk meets baseline functionality and traffic requirements

Connectivity to Genesys Cloud

- ☐ Security exceptions have been set up for Genesys Cloud on network firewalls and security
- ☐ Internet connectivity to Genesys Cloud from your company locations

Genesys Cloud Performance

- ☐ The needed bandwidth for VoIP has been provisioned on your LAN, WAN, WLAN and internet
- ☐ Quality of Service (QoS) has been set up on your routers, switches and wireless devices
- ☐ Your network meets the minimum performance requirements